

Comparisons of Job Characteristics

Focus Occupation: Office Clerks, General (43-9061)

Associated Occupation: Receptionists and Information Clerks (43-4171)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 94

Focus Occupation: Office Clerks, General (43-9061)

Associated Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	15.5	14.7	0	Current knowledge level may be sufficient
Clerical	7.3	14.7	20.8	>>	Current knowledge level is likely more than sufficient
Computers and Electronics	8.4	10.2	8.8	<	Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Office Clerks, General (43-9061)

Associated Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Speaking	10.8	11.6	11.0	0	Current skill level may be sufficient
Active Listening	11.0	11.2	11.5	0	Current skill level may be sufficient
Service Orientation	7.9	11.0	8.7	<	A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 99

Focus Occupation: Office Clerks, General (43-9061)
Associated Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	12.6	11.6	0	Current ability level may be sufficient
Oral Comprehension	12.5	11.9	12.2	0	Current ability level may be sufficient
Speech Recognition	9.9	11.2	10.3	0	Current ability level may be sufficient
Speech Clarity	10.2	10.1	10.7	0	Current ability level may be sufficient
Written Comprehension	11.0	9.7	10.4	0	Current ability level may be sufficient
Near Vision	11.1	9.3	10.0	0	Current ability level may be sufficient
Number Facility	6.3	6.7	7.1	0	Current ability level may be sufficient
Memorization	5.6	6.1	5.8	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Office Clerks, General (43-9061)
Associated Occupation: Receptionists and Information Clerks (43-4171)

Work Activities	Exclusivity of Activity
Answer calls using switchboard	89
Arrange teleconference calls	78
Communicate with customers or employees to disseminate information	89
Develop travel itinerary	82
Distribute correspondence or mail	76
Enter time sheet information	82
Fill out business or government forms	42
Greet customers, guests, visitors, or passengers	63
Maintain appointment calendar	78
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Maintain telephone logs	74
Maintain travel expense accounts	84
Operate business machines	68
Resolve customer or public complaints	54
Route multi-line telephone calls	85
Schedule meetings or appointments	68
Take messages	68
Transcribe spoken or written information	74
Type document from machine transcription	87
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 94

Focus Occupation: Office Clerks, General (43-9061)

Associated Occupation: Receptionists and Information Clerks (43-4171)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Mail machines	51
Network applications software	1
Personal communication devices	2
Typing machines and accessories	25

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.